

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Regional IT Manager – Workstation Support for West Region

Job Summary: Reports to the Workstation Director supporting Workstation Support for the West Region within Strategic Technology Solutions, is responsible for management of information technology and workstation support services being delivered to multiple consolidated state departments in the West Region.

Responsibilities:

- Managerial duties include hiring , evaluating staff skills and creating training plans and approving time worked and time off using the State's system.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies.
- Recruit, build and maintain the team supporting the State's Workstation Consolidation within the West Region.
- Manages staff responsible for providing workstation support to multiple locations within the West Regional area to ensure service delivery meets or exceeds agreed up on service level agreements.
- Oversee the provision of workstation support services for multiple State Agencies, including the deployment and maintenance of all consolidated agencies workstation devices and printers and the on-going technical support of the devices.
- Assist in setting the strategic direction and priorities of the Workstation Support.
- Provide oversight and guidance to staff supporting the Workstation Support.
- Develop staff skillset in the various tools used by the Workstation Support.
- Interfaces with executive management on the most effective ways to address issues and set priorities.
- Maintain and promote effective customer service relationships with users, business owners, and agency leadership.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Graduation from an accredited college or university with a bachelor's degree and three years of professional level experience in information technology. At least one of the three years must include supervisory experience.

- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

Preferred Qualifications:

- Experience with ServiceNow is a plus
- Prior state government experience is a plus
- Experience with Excel

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.